

## PHARMACISTS RENEW NOW!

This year pharmacists were mailed License Renewal Reminders on 10/1/2012. If a licensee's address was NOT correct with the Board on that day, the Renewal Reminder was likely not received by the licensee.

The quickest and easiest way to renew is **online** from the Board's website at [www.mass.gov/dph/boards/pharmacy](http://www.mass.gov/dph/boards/pharmacy) after selecting the Online Services menu. More than 92% of pharmacists who renewed have done so online. **HOWEVER**, please be aware that the online renewal system **does not support Google Chrome or Safari**. You will need to renew through the Internet Explorer or Firefox or request a paper renewal from the Board ASAP. Online you will see a confirmation that your renewal has been successfully completed. If you do not see that confirmation, please contact the help desk at 617-973-0935.

Pharmacists renewing online may have a database item to resolve as a result of our database conversion in 2008. **If you run into either of the issues below please log off the renewal system and either email the Board at [Pharmacy.Admin@MassMail.State.MA.US](mailto:Pharmacy.Admin@MassMail.State.MA.US) or call us at 617-973-0980 so that we can assist you. Our fax number is 617-973-0980.**

1. **If your social security number is incorrect**, we may be able to locate your application file and confirm your SSN. However, older files are kept off-site so for expediency we will ask you to complete a Board provided Social Security Affidavit.
2. **If your Date of Birth is incorrect**, you will need to scan and send via e-mail (preferred) or fax a visually clear copy of your driver's license or picture ID with your correct DOB.

**If you have missing or incorrect information regarding your education**, please proceed with your renewal until you get a confirmation that it was completed. Then, at your convenience, call or e-mail the Board staff who will advise you on how to correct your education record.

**If you have additional degrees you would like to include on your education record**; at any time in the future please submit to the Board official documentation in a signed sealed envelope from the institution that granted the degree and we will amend your record.

**If you are deficient in the 30 Continuing Education Units (CEUs) required for 2011/2012**, you will need to e-mail the Board (no phone calls please) explaining your situation. Live CEUs can be done online as long as they are advertised as LIVE, so this is possible for people living outside of the U.S. as well. The Board accepts only (1) ACPE approved credits (2) AMA Category 1 credits, or (3) credits approved by any state Board of Pharmacy. **If you are deficient in CEUs, DO NOT SIGN YOUR RENEWAL FORM until you receive a response from the Board explaining how to proceed.**

**If you prefer to renew via a paper renewal form, please call the Board ASAP.**

***RENEW NOW TO AVOID A LATE FEE ON 1/1/2013.***